



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**NOS Communications, Inc.**  
**011 Communications**  
**Blueridge Telecom Systems**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.34	3.91	4.02	4.76
B. Operator Answer Time - Information [730.510(a)(1)]	7.03	4.83	5.01	5.62
C. Repair Office Answer Time [730.510(b)(1)]	32.70	23.98	25.21	27.30
D. Business or Customer Service Answer Time [730.510(b)(1)]	24.22	19.61	24.07	22.63
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	72.00% *	64.00% *	68.00% *	68.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.24	1.05	0.94	1.08
H. Percent Repeat Trouble Reports [730.545(c)]	34.00% *	18.00%	16.00%	22.67% *
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

NOS obtained information from IILEC to complete Performance. ILEC does not provide data for 730 (j) and (k). Currently we do not track information for section 732.30 (a), (b) & (c) by state.



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